

Create Comment Conversation Type

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Starting with V10.0, Cora SeQuence has been renamed to Cora Orchestration.

V9.4.1 and later

Overview

Comment conversation type is a solution-level reusable component in Cora SeQuence. The Comment conversation type with Conversations View component enables you to display all the case related comments in one place within the case.

Add Comment conversation type to the Conversations View through built-in command

To add Comment conversation type to the Conversations View, you can use the Create Conversation Item built-in-command.

1. Add a Built-In Command activity.
2. Select **Case Operations > Create Conversation Item**.
3. Click **Next**.
4. Add the following command parameters:
 - workflowInstancelId: the master or the sub workflow Id.
 - conversationItemState: Null.
For details, see [this article](#).
 - ConversationItem: *CommentConversationItem*
 - Subject
 - Body
 - createdByUserId: the current user executing the built-in command.
5. Click **Finish**.

IMPORTANT

Make sure you have *Execute* permissions in the master workflow.

NOTE

These are new comments, and are different from the general comments and Q&A sections that exist in the product.

Configure state triggered workflows

You can configure the system to initiate a specific workflow and perform an action when a conversation item changes to a specific status.

For details, see the Configure state triggered workflows section in [this article](#).

Language support

Starting from V9.5, localization of Comment conversation type is supported by default. For details on multilingual configuration, see [this article](#).

Conversation component is translated according to form's *Globalization* settings:

- if *Localizable* = False, use the *Language* activity definition
- if *Localizable* = True, use the user's language

Copy comment conversations

Starting from V9.7.1, you can copy Comment conversations from one case to another. This functionality is available out-of-the-box.

For details on configuring copy conversations, see [this article](#).

For copied comments, the comment creation date is the date of copying and not the date on which the original comment was created.

The "Last Updated At" date remains the same as the original comment and is updated only if the new copied comment is updated and saved.